

How can I access these services?

Accessing your Employee Assistance Service is as easy as calling our office during business hours to arrange an appointment that is convenient for you.

Alternatively, you can email our office and we will contact you within 24 hours to arrange an appointment.

Who will find out about my appointment?

AusPsych provides a confidential service to you. Your employer will not know that you have accessed our service.

Is there a practice in my area?

AusPsych has a number of practices conveniently located across Newcastle, Lake Macquarie, Central Coast, Maitland, Upper Hunter, Sydney Metropolitan and Regional NSW.

We can arrange an appointment at a location nearest to you or meet with you virtually via Telehealth appointments.

Who pays for the EAP sessions?

The EAP service is provided free to you and your immediate family, as your employer has contracted with AusPsych to pay for the service.



To make an appointment

Just call or email us to arrange an appointment with one of our Psychologists on **02 4926 1688**

Monday to Friday | 9:00am to 5:00pm

Cancelling an appointment

Please be aware that we require at least one full working day's notice if you need to cancel an appointment or you will forfeit your session.



Employee Assistance Program

Confidential & Professional Support

AusPsych NSW Pty Ltd

P 02 4926 1688

F 02 4926 1788

E admin@auspsych.com.au

PO Box 405, Newcastle NSW 2300

www.auspsych.com.au





Employee Assistance Program (EAP)

Your Employee Assistance Program is a free, voluntary and confidential counselling service, available to you and your immediate family members.

What does the Employee Assistance Program cover?

The EAP can help you with any problems or concerns that may affect your psychological or emotional wellbeing.

The EAP covers a wide variety of problems and concerns such as;

- Family and relationship problems
- Grief and bereavement
- Anxiety
- Depression
- Stress
- Conflict in the workplace
- Elder care (coping skills, guilt, etc)
- Balancing work and family responsibilities
- Changes at work or at home
- Gambling, Alcohol and other drug issues
- Referral to highly specialised services such as financial or legal advice

What will my appointment be like?

Appointments are typically based on an allocated hour consultation, allowing approximately 50 minutes with the Psychologist.

Sessions may be longer for certain kinds of treatment, psychological assessments and initial consultations.

The first session usually involves the Psychologist taking the time to get to know you and learning about the issues that brought you to the session.

The Psychologist will often ask some questions to get a better understanding of your problems but will also follow your lead as to the pace you would like the session to proceed.

The Psychologist will begin to formulate a treatment plan aimed at addressing your particular issues and concerns. The Psychologist will help you to understand the relevance of your treatment and you are free to raise any issues you need clarified.

How can I get the best out of my EAP session?

- Aim to attend every scheduled session
- Be prepared to share your thoughts and feelings openly
- Complete any tasks set
- Discuss any doubts and concerns you have with your Psychologist



Preparing for your EAP appointment

We want to ensure that when you come to see us, we can focus on your concerns.

Please arrive for your initial appointment before your consultation time, to complete any paperwork necessary for your Telehealth or face to face consultation.

Manager Hotline 02 4926 1688

Provides telephone or face to face consultancy for managers or supervisors on people management, employee work performance issues, behavioral and mental health concerns.

Presentations and Workshops

AusPsych provides consulting services including presentations and workshops on mental health issues in the workplace. Please call us for further information.